

Part 573 Safety Recall Report

21V-826

Manufacturer Name : Doosan Portable Power

Submission Date : NOV 04, 2021

NHTSA Recall No. : 21V-826

Manufacturer Recall No. : 12-21-6



Manufacturer Information :

Manufacturer Name : Doosan Portable Power

Address : 1293 GLENWAY DRIVE
STATESVILLE NC 28625

Company phone : 8833500

Population :

Number of potentially involved : 580

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2021 Doosan Portable Power Portable Air Compressors & Mobile Generators

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Received field reports of improper wheel lug nut torque. The affected number of units in the field were determined to be 734.

Production Dates : JAN 31, 2019 - AUG 15, 2021

VIN Range 1 : Begin : 4FVCEBBA9MU501714 End : 4FVCCBFB0MU503134

☐ Not sequential

VIN Range 2 : Begin : 4FVGRBJBXKU490767 End : 4FVGRBJB0MU503318

☐ Not sequential

VIN Range 3 : Begin : 4FVCCBFB2MU263729 End : 4FVCCBGB6CU441557

☐ Not sequential

VIN Range 4 : Begin : 4FVGRBLC6BU425744 End : 4FVGRBLC8DU455329

☐ Not sequential

Description of Defect :

Description of the Defect : The wheel lug nut torque on the affected portable compressors and mobile generators may not meet engineering specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the wheel lug nut torque is out of specification, the equipment may experience vibration, tire wobble, or the wheel(s) could come off during towing. This could increase the risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

Doosan Portable Power received a report on 7/29/21 of loose wheel lug nuts on four mobile generators. Based on the report, the company initiated an internal investigation. The company determined potential noncompliance with manufacturing requirements, and as of August 15, 2021 the wheel lug nut torque on all production units are being tested and validated to ensure Engineering specifications have been achieved. During the investigation, the company received additional reports received on 8/17/21, 9/29/21, 10/4/21, and 10/5/21 of wheels coming off various portable air compressors and mobile generators while being towed. On 10/04/21, the company contacted NHTSA to initiate reporting the issue. On 10/14/21, the company started notifying national account customers that owned the majority of potentially affected units, provided serial numbers, instructed them to stop towing immediately, and instruction on how to properly check and correct the issue as needed.

Description of Remedy :

Description of Remedy Program : Customer letters, dealer letters, and a Technical Service Bulletin have been created on how to identify and correct the issue. Additionally, warnings were included to Immediately stop towing the affected equipment until the repairs have been made. This solution will be done at no charge to the customer and the dealers will file for reimbursement through the Doosan warranty system.

How Remedy Component Differs : This is not a component specific issue but related to a production installation process. Wheel lug nuts may have been inadequately torqued

from Recalled Component : during installation. The remedy program includes instructions on how to properly torque the wheel lug nuts and repair any damage caused by improperly torqued lug nuts.

Identify How/When Recall Condition was Corrected in Production : As of August 15, 2021 the wheel lug nut torque on all production units are being tested and validated to ensure Engineering specifications have been achieved.

Recall Schedule :

Description of Recall Schedule : Doosan Portable Power will begin sending out the letters to Dealers notifying them of the Recall and Technical Service Bulletin informing them of affected models and remedy beginning 11/05/2021. Doosan Portable Power will begin sending out letters to Owners notifying them of the Recall and steps to take for the remedy beginning 11/08/2021.

Planned Dealer Notification Date : NOV 05, 2021 - JAN 03, 2022

Planned Owner Notification Date : NOV 08, 2021 - JAN 03, 2022

* NR - Not Reported